



JOHN ELIAS BALDACC  
GOVERNOR

STATE OF MAINE  
EXECUTIVE DEPARTMENT  
PUBLIC ADVOCATE OFFICE  
112 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0112

RICHARD DAVIES  
PUBLIC ADVOCATE

Received & Inspected

July 20, 2010

JUL 27 2010  
FCC Mail Room

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2009 through May 31, 2010  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Maine Telecommunications Relay Service Advisory Council respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the Maine Telecommunications Relay Service Advisory Council to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Maine. The State of Maine's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data



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Richard.Davies@maine.gov (e-mail)  
<http://www.maine.gov/meopa>

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List ABCDE

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- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of those equal access complaints in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Maine Relay has received a total of 16 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2009 through May 31, 2010.

We are also forwarding the reports of the Maine Public Utilities Commission and of the Maine Center on Deafness to the effect that each of those institutions has received no complaints about the Maine Relay Service.

Please feel free to contact myself at 207-287-2445 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink that reads "William C. Black". The signature is written in a cursive style with a large, stylized "W" and "B".

William C. Black  
Deputy Public Advocate

WCB/dt  
Enclosures

# **Maine Relay 2010 FCC Complaint Report**

**6/1/09 to 5/31/10**

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## **CapTel- Complaints**

Customer stated their CapTel device is not working properly and inquired about a replacement.

**Inquire Date 9/14/2009**

**Record ID 20072**

**Call Taken By Customer Service**

**CA Number**

**Responded By Tina**

**Response Date 9/14/2009**

**Resolution Date 9/14/2009**

Customer Service offered tips to clear static and fix the device. Customer Service directed customer to CapTel for possible replacement on their new device. Customer was satisfied.

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## **External Complaints-Miscellaneous**

Customer stated that their equipment does not have a dial tone.

**Inquire Date 8/22/2009**

**Record ID 19959**

**Call Taken By Lead CA**

**CA Number**

**Responded By Tina**

**Response Date 8/24/2009**

**Resolution Date 8/24/2009**

Lead CA provided customer with basic instructions for connecting their device. Customer Service attempted to return a call and discovered the customer's line was disconnected.

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## **External Complaints-Miscellaneous**

Customer stated that her brother placed a call to 711 and was told that he could not request slow typing and that must come from the customer and relay would not process the call.

**Inquire Date 10/7/2009**

**Record ID 20205**

**Call Taken By Customer Service**

**CA Number**

**Responded By Tina**

**Response Date 10/7/2009**

**Resolution Date 10/7/2009**

Customer Service discovered that customer reached New Hampshire Relay. Customer Service apologized and gave customer the toll free voice number for Maine Relay to ensure that the profile for the called party would appear on the call and the profile was already set for slow typing. Customer was satisfied.

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## **External Complaints-Miscellaneous**

Customer stated that they are being billed incorrectly from Sprint. Customer wanted to verify that their profile was set up correctly.

**Inquire Date 3/26/2010**

**Record ID 20985**

**Call Taken By Customer Service**

**CA Number**

**Responded By Tina**

**Response Date 3/26/2010**

**Resolution Date 4/6/2010**

Customer Service verified that the profile was set correctly and directed the customer to Sprint for questions in regards to their bill. Customer Service requested that customer have Sprint contact the relay. Customer understood. There has been no contact from the customer or the provider.

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**Service Complaints—CA Misdialed Number** Customer stated that the CA misdialed a toll call through the relay. Customer did not have the CA number and said it is alright "we are all human."

**Inquire Date** 7/10/2009

**Record ID** 19712

**Call Taken By Lead CA**

**CA Number**

Lead CA apologized to the customer and requested copy of the customer's bill for possible reimbursement. Customer was satisfied. No bill was received.

**Responded By** Marsha

**Response Date** 7/10/2009

**Resolution Date** 7/10/2009

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**Service Complaints—  
Fraudulent/Harassment Call**

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

**Inquire Date** 6/9/2009

**Record ID** 19537

**Call Taken By Supervisor**

**CA Number**

Supervisor suggested that the customer contact their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

**Responded By** Michelle

**Response Date** 6/9/2009

**Resolution Date** 6/9/2009

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**Service Complaints—  
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

**Inquire Date** 8/4/2009

**Record ID** 19869

**Call Taken By Customer Service**

**CA Number**

Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate customer service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

**Responded By** Tina

**Response Date** 8/4/2009

**Resolution Date** 8/4/2009

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**Service Complaints—  
Fraudulent/Harassment Call**

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

**Inquire Date** 2/22/2010

**Record ID** 20837

**Call Taken By Operations Mgr**

**CA Number**

Assistant Operation Manager suggested that the customer contact their local telephone company and report the incident to law enforcement. Assistant Operations Manager explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

**Responded By** Diane

**Response Date** 2/22/2010

**Resolution Date** 2/22/2010

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***Service Complaints—Miscellaneous***

Customer stated that every time she places a call to the relay she has to repeat the number to dial at the beginning of the call and does not understand why.

***Inquire Date 10/21/2009***

***Record ID 20295***

***Call Taken By Lead CA***

***CA Number***

***Responded By Heather***

***Response Date 10/21/2009***

***Resolution Date 10/21/2009***

Lead CA inquired if the customer had a profile set up with the relay for VCO to ensure that she was connecting to the relay correctly. Customer disconnected.

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***Service Complaints—  
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

***Inquire Date 5/10/2010***

***Record ID 21279***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 5/10/2010***

***Resolution 5/10/2010***

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

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***Technical Complaints—Miscellaneous***

Customer is unable to answer VCO calls with their Superprint Pro 80.

***Inquire Date 5/14/2010***

***Record ID 21276***

***Call Taken By Supervisor***

***CA Number***

***Responded By Michelle***

***Response Date 5/14/2010***

***Resolution 5/14/2010***

Supervisor discovered that the customer had auto answering machine turned on for the device Supervisor explained how to turn off auto answering machine and placed a test call, which was successful. Customer was satisfied.

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***Technical Complaints—711 Problems***

Customer stated they are unable to reach Maine Relay when dialing 711. Customer stated that they reach a different state relay when dialing 711.

***Inquire Date 8/12/2009***

***Record ID 19925***

***Call Taken By Customer Service***

***CA Number***

***Responded By Tina***

***Response Date 8/12/2009***

***Resolution Date 10/23/2009***

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer was dialing another state relay access number. Customer Service has attempted to contact the customer to assist them in reprogramming their speed dial. There has been no answer. Customer Service has been unable to contact customer and there has been no return call in regards to this issue.

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**Technical Complaints--Busy  
Signal/Blockage**

Representative assisting customer was unable to connect to the relay.

*Inquire Date 8/12/2009*

*Record ID 19873*

*Call Taken By Customer Service*

*CA Number*

Customer Service verified the set up of the device and discovered a "9" was needed to be dialed for an external line. Customer understood.

*Responded By Tina*

*Response Date 8/12/2009*

*Resolution Date 8/12/2009*

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**Technical Complaints--Carrier Choice not  
Available/Other Equal Access**

Customer requested CTC Communications as their long distance provider through the relay.

*Inquire Date 8/3/2009*

*Record ID 19924*

*Call Taken By Customer Service*

*CA Number*

Customer Service explained that CTC Communications was not a participating provider through the relay. Customer Service offered an alternate provider, but customer refused. Customer Service stated that the relay would contact the provider about becoming a participating provider through the relay. Customer Service has forwarded information to the provider. As of 5/31/2010, CTC Communications is still not a participating provider through the relay.

*Responded By Tina*

*Response Date 8/3/2009*

*Resolution Date*

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**Technical Complaints--Carrier Choice not  
Available/Other Equal Access**

Customer requested Paetec as their long distance provider.

*Inquire Date 11/19/2009*

*Record ID 20425*

*Call Taken By Customer Service*

*CA Number*

Customer Service explained that Paetec is not a participating provider through the relay. Paetec has been contacted several times by the relay. Customer was offered an alternate provider, but did not have a list of office telephone numbers. There has been no further contact from the customer. As of 5/31/2010, Paetec is still not a participating provider through the relay.

*Responded By Tina*

*Response Date 11/19/2009*

*Resolution Date*

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**Technical Complaints--Miscellaneous**

Customer stated that the new profile they set up is not working or appearing at the workstation.

*Inquire Date 6/23/2009*

*Record ID 19544*

*Call Taken By Operations Mgr*

*CA Number*

Assistant Operations Manager verified the profile information was updated and verified the telephone number customer was using to access the relay. Customer was using the voice line number so profile was transferred to the number and issue was resolved. Customer was satisfied.

*Responded By Diane*

*Response Date 6/23/2009*

*Resolution Date 6/23/2009*

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STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

SHARON M. REIGHUS  
CHAIRMAN

VENDEAN V. VAFIADES  
JACK CASHMAN  
COMMISSIONERS

## Memorandum

**To:** William Black, Office of the Public Advocate  
**From:** Derek D. Davidson, Director, Consumer Assistance Division  
**Date:** June 18, 2010  
**Re:** TRS Complaints

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In response to your request, the Maine Public Utilities Commission did not receive any customer complaints regarding Telecommunications Relay Services between June 1, 2009 and May 31, 2010.

If you need additional information, please contact me at (207) 287-1596.



# **Maine Center on Deafness**



65 Bishop Street, Suite 3 • Portland, Maine 04103-2616  
(207) 797-7656 TTY/V • (207) 797-0791 FAX  
1-800-639-3884 TTY/V • [www.mcdmaine.org](http://www.mcdmaine.org)

## **Memorandum**

**To:** William Black, Deputy Public Advocate  
**From:** Elissa Moran, Executive Director, Maine Center on Deafness  
**Date:** July 15, 2010  
**Re:** TRS Complaints

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In response to your request, the Maine Center on Deafness did not receive any customer complaints regarding Telecommunications Relay Services between June 1, 2009 and May 31, 2010.

I may be contacted at 207.797.7656 if you need additional information.

Sincerely,

A handwritten signature in black ink that reads 'Elissa J. Moran'. The signature is written in a cursive, flowing style.

Elissa J. Moran  
Executive Director  
Maine Center on Deafness

**Your submission has been accepted****ECFS Filing Receipt - Confirmation number: 2010720472869****Proceeding**

Name	Subject
03-123	Telecommunication Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities.

Received &amp; Inspected

JUL 27 2010

FCC Mail Room

**Contact Info**

Name of Filer: Maine Public Advocate  
 Email Address: [deborah.a.londreau@maine.gov](mailto:deborah.a.londreau@maine.gov)  
 Attorney/Author Name: William C. Black

**Address**

Address For: Filer  
 Address Line 1: Maine Public Advocate  
 Address Line 2: 112 State House Station  
 City: Augusta  
 State: MAINE  
 Zip: 04333  
 +4: 0112

**Details**

Type of Filing: SUBMISSION OF REPORT

**Document(s)**

File Name	Custom Description	Size
MERS Summary Letter 2010.pdf	Summary Letter 2010	114 KB
MERS FCC Complaint Report 2010.doc	Complaint Summary 2010	121 KB
tty 2010 letter.doc	TTY 2010 Letter	46 KB
MCD Complaint Memo 2010.pdf	Complaint Memo 2010	17 KB

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